AmeriHealth New Jersey Guest Advantage™

Medical coverage that travels with you.

Enjoy the peace of mind that comes from knowing you have reliable, comprehensive medical coverage when outside the AmeriHealth New Jersey service area for a prolonged period of time. Whether heading off to college or temporarily working outside the AmeriHealth New Jersey service area, with Guest Advantage you receive the same health plan benefits while traveling as you would at home.

What is Guest Advantage?

Guest Advantage allows members to receive covered services outside the AmeriHealth New Jersey service area the same as they would when care is provided in the network by participating providers. A member that applies and is accepted into the Guest Advantage program has benefits for covered services received while temporarily outside the service area. Guest Advantage does not include coverage outside the continental United States.* Care under the Guest Advantage program is obtained without requiring referrals from a primary care physician.** The member will be required to obtain precertification for certain services.

How does Guest Advantage work?

To be eligible for the program the member can be:

- An employee temporarily working outside AmeriHealth New Jersey's service area for at least 90 days and no more than 180 days; or
- A dependent student attending a school outside the service area for more than 90 days and no more than one year.

A member may remain enrolled in Guest Advantage for no longer than one year. Any extensions will require re-application. Proof must be provided for all applicants.

Precertification requirements

Guest Advantage is intended to address the need for care of ongoing chronic medical issues and acute care needs, not scheduled elective procedures. All non-emergent surgical procedures require precertification when performed under Guest Advantage. If a procedure was precertified under a network provider in the service area, the authorization does not transfer to an alternate provider under Guest Advantage.

Returns home

The member's coverage automatically reverts back to the AmeriHealth New Jersey service area on a pre-defined date set by the member and AmeriHealth New Jersey at the time of application/enrollment. It is the member's responsibility to notify AmeriHealth New Jersey if he/she returns home sooner than documented. If the member returns home temporarily, he/she must utilize AmeriHealth New Jersey service area providers. If a member has a plan with out-of-network benefits and wishes to use those benefits while under Guest Advantage, he/she must notify AmeriHealth New Jersey in advance.

MultiPlan

While covered under Guest Advantage, members must utilize the MultiPlan network when outside the AmeriHealth New Jersey service area. MultiPlan is a network of providers with whom AmeriHealth New Jersey has contracted to provide out-of-area care. To find participating MultiPlan providers, visit http://multiplan.com/search and select the second MultiPlan logo under "Back of Card" (purple and blue M). If a member requires out-of-area care and cannot locate a MultiPlan provider, the member should contact AmeriHealth New Jersey for assistance. Care from non-MultiPlan providers will require precertification.

How do I apply for Guest Advantage?

Complete the Guest Advantage application, include any necessary supporting documentation, and return to AmeriHealth New Jersey using one of the following methods:

- Email a scanned copy to guestadvantageahnj@amerihealth.com
- Mail a paper copy to:

  AmeriHealth New Jersey
  259 Prospect Plains Road, Bldg M
  Cranbury, NJ 08512

For more information about Guest Advantage, refer to your member handbook or call customer service at 1-888-YOUR-AH1 (1-888-968-7241)

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* Emergencies may be covered outside the continental United States. Please refer to your benefits plan documents.

** Because a member's primary care physician can give advice and provide recommendations about health care services that a member may need while traveling, the member is encouraged to receive routine or planned care prior to leaving home.

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